County of Los Angeles
INTERNAL SERVICES DEPARTMENT

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"To enrich lives through effective and caring service"

August 8, 2011

To: Each Supervisor

From: Tom Tindall *Tom Tindall*
Director

Subject: **AMENDMENT OF INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER 7E-1294**

This is to notify you of ISD's intent to amend ITSSMA Work Order 7E-1294 with Logic House, Ltd. to increase the amount by $56,000 for a maximum Work Order amount of $843,640. In accordance with ITSSMA guidelines, Board notification is required for all projects that will exceed $300,000.

BACKGROUND

ISD's Technology Division uses ITSSMA to augment its technical resources and to help County departments meet their Information Technology needs. This Division is responsible for maintaining Unisys & IBM mainframe systems that host critical County applications. The subject Work Order provides a senior technical consultant in the area of Unisys Operating System (OS) software products. This consultant performs software upgrades and provides ongoing technical support of these system software products for the customer applications on the Unisys mainframe.

In June 2009, the ARS application for the Child Support Services Department, the largest application on the Unisys mainframe, completed migration to a statewide system called California Child Support Automation System. The Unisys mainframe was then downsized to support the remaining workload which is now being redeployed off the Unisys mainframe.

It is projected that all of this remaining workload will be redeployed by the end of September 2011. The Unisys Data Center will then be closed.

SCOPE OF WORK

Under the direction of an ISD Project Manager, the consultant working under this Work Order performs the following specific services:

- Reviews, installs, generates tests, and implements new releases of Unisys system software including OS-2200, FAS, SIMAN, TIP system utilities, and other system software products as directed.
- Prepares technical documentation including new product impact assessments, technical bulletins, and detailed test plans.
- Analyzes Unisys OS software and mainframe hardware problems. Assists operations personnel with system recovery. Provides solutions by obtaining vendor corrections, and/or developing local corrections.
- Provides technical support for the Unisys mainframe systems (Dorado 280 and Dorado 740) by offering recommendations regarding system configurations and software upgrades, and implementing necessary software changes to the operating system software.
- Provides technical support in the development and implementation of the Local Recovery Center for the Unisys Data Center.
- Develops, upgrades, and maintains file system utility programs as needed to maintain compatibility with the new operating system and/or to improve performance.

JUSTIFICATION

ISD's Technology Division acquired one Unisys OS consultant in July 2006. This was done to fill a void in providing technical services in critical support areas due to the death of the incumbent senior staff. The skill sets provided by the consultant are critical to the performance of the specific tasks described above and in the Work Order's Statement of Work. The Technology Division needs to retain the services of this consultant to provide adequate technical support services until the last remaining Unisys application is migrated off the Unisys computing environment.

The MAPPER/GROW application for DPSS was recently migrated off Unisys on to the Windows environment in June 2011. The Automated Provider Payment System (APPS) for DCFS is currently being converted to an IBM/DB2 application. The completion of this re-platform work is targeted to be completed by the end of August 2011. During the month of September, the customer has requested that parallel testing continue so they can satisfy the requirement that two full months of parallel testing be completed successfully.

APPS is considered by DCFS to be a mission critical application that supports payments to foster care and adoption providers for their services in caring for children removed from their homes due to abuse, neglect and exploitation. As such, failure to make these payments in a timely manner could result in safety issues for these children. The DCFS APPS application is scheduled to be fully converted from Unisys to IBM/DB2 by the end of August 2011. The one additional month is needed to complete the parallel testing, so the project is expected to be completed by the end of September 2011.

Therefore the Unisys mainframe and its support requirements will need to be extended through September 2011. If for any reason the closure is delayed further, sufficient funding is provided in this Amendment to cover the additional costs. This Work Order will be coterminous with the closure of the Unisys Data Center.

Permanent staff is not being trained to provide Unisys support because of the limited expected life of the Unisys environment. The retention of this consultant is necessary to meet this relatively short-term need. The consultant has proven to be highly skilled and capable of continuing to meet this need. An alternative consultant would result in a potential reduction in service, lost time in training the new consultant, and additional costs associated with the rebidding process.

Until the final shutdown of the Unisys Data Center occurs, it is imperative that the Technology Division maintain a minimum qualified support staff for key areas of hardware and operating system software in support of dependent customer departments.

FISCAL IMPACT

The consultant's hourly rate on the proposed Work Order extension will remain the same. The total amount of this extension is $56,000. Funding is allocated in the ISD Services and Supplies budget for fiscal year 2011-2012. Costs are recovered through chargeback for computer system utilization to County departments.

NOTIFICATION TIMELINE

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to extend the term of this Work Order and increase funds. In two weeks time, we will proceed with the extension.

If there are any questions or comments, your staff may contact me or Dave Chittenden, General Manager, Information Technology Services, at (562) 940 -2901.

TT:EW:jr

c: Chief Executive Officer
       Executive Office, Board of Supervisors
       County Counsel
       Joe Sandoval

Reviewed by:

Richard Sanchez, Chief Information Officer